Running Cases: The Spring Breaks 'R' Us Travel Service

1. Who are the stakeholders for SBRU? For each type of stakeholder, what aspects of the SBRU booking system are of particular interest?

- Students – Student booking, Social Networking, Accounting and Finance
- Resorts – Resort relations, Student Booking, Social Networking, Accounting and Finance

2. What are the main functional requirements for the major subsystem areas (i.e., resort relations, student booking, accounting and finance, and social networking)?

- *Resort Relations:*
  ◦ Sign up with SBRU (get an account)
  ◦ Edit account information
  ◦ Create/enter resort information for SBRU website
  ◦ Post availability and prices of rooms/facilities
  ◦ View/edit room availability
  ◦ Retrieve completed reservations (View, report, or system interface)
  ◦ Submit damage report
- *Student Booking:*
  ◦ Join SBRU/enter personal and financial information
  ◦ View resort information and availability of rooms/facilities
  ◦ Make a reservation (book a room/facility)
  ◦ Make a payment for reservation
  ◦ Cancel a reservation
- *Accounting and Finance:*
  ◦ Process student payments
  ◦ Make refunds/correct payment errors
  ◦ Process payouts to resorts
  ◦ Edit/update/correct payouts
- *Social Networking:*
  ◦ Set personal privacy settings (viewable by friends only, resort users, resort employees, etc.)
  ◦ Link up with "friends"
  ◦ Chat with friends
  ◦ Post comments on personal page
  ◦ Upload pictures to personal page
  ◦ Post comments on resort page
  ◦ Upload pictures to resort page

3. Discuss some non-functional requirements (e.g., usability, performance and security requirements) of the system. (You can make reasonable assumptions.)

Answers vary as long as some non-functional requirements are mentioned for the system. For example:

Students will be using all types of laptops, tablets (iPads), smartphones (iPhones) to make reservations, check status, and especially social networking. Displays must be adaptable for all these types of computing devices.

The system must sustain the network traffic around the world. The server must be available in 24 hours.

The payment through the Website must be secured (e.g., using HTTPS and encryption).